



101st Airborne Division Claims Office



THE GOLDEN RULES FOR FILING A CLAIM

1. WHEN YOUR HOUSEHOLD GOODS OR UNACCOMPANIED BAGGAGE ARRIVE:

a. Check to ensure that all boxes/items listed separately on your inventory arrived!

b. If not, list the items as “missing” on your DD Form 1840 (pink form) **before** you and the carrier sign it!

c. Next, list all obvious damage to items on the DD Form 1840 **before** you and the carrier sign it!

d. Only after listing all missing and/or damaged items, **both you and the carrier** sign the DD Form 1840. Ensure that you **keep a copy** of this signed form.

e. **Do not** throw away damaged items.

f. Any damage not listed on the DD Form 1840 at the time of delivery **must** be listed on the DD Form 1840R (reverse side of the pink form) and turned in to the Claims Office within **70 calendar days**. When visiting the Claims Office make sure you also bring your inventory, PCS orders, DD Form 1299 (Application for Shipment), and the Government Bill of Lading with you!

2. WHEN YOU PICK UP YOUR CAR:

a. Take a sponge and bucket with you to pick up your vehicle! Washing facilities will not be available and there is a good chance your vehicle will have enough dirt to cover up small scratches.

b. Thoroughly check your vehicle (including glove box and trunk) for damaged or missing items.

c. All obvious loss or damage **must** be listed on DD Form 788 before you and the carrier sign the form!

d. Any hidden damage (i.e., mechanical, undercarriage, etc.) that was not noted at time of pick-up must be reported, in writing, to the Claims Office within a few days of the date of pick-up.

3. GENERAL RULES:

a. Keep receipts for items over \$100.00! If you don't have a receipt or similar evidence, photograph or videotape your property before shipping it! Also, obtain appraisals for expensive items such as baseball card collections, jewelry, etc.

b. Safeguard your property by locking it up! Do not leave valuables in your vehicle, outside your quarters, at the workplace, etc.

c. Immediately report theft, damage, and/or vandalism by others to police authorities!

4. WHEN YOUR GOODS ARE PICKED UP FOR SHIPMENT:

a. Make sure all items are listed on the inventory **before** signing it! Items with a value over \$100.00 should be listed as a separate inventory number.

b. Review the pre-existing damage listed on the inventory by the carrier! List your disagreements in the Remarks/Exceptions” column of your inventory **before** signing it!

c. Do not ship receipts or other proof of ownership/value of items in the same shipment as the items themselves. It is best to hand carry these items with you to your next duty station

5. CONCLUSION: We do not enjoy telling claimants that the Army cannot pay all or part of their claim. Our goal is to fairly compensate the soldiers and civilian employees that have had items lost or damaged. Help us turn your claim to gold by understanding your responsibilities and following these Golden Rules! If you have any further questions, please contact your local Claims Office.

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